



[www.vdo.com](http://www.vdo.com)

# Quick Reference Guide

TIS-Web 4.1

**VDO**

The information contained in this documentation is subject to change without prior notice. In doing so, Continental Automotive GmbH does not enter into any obligation. The description is based on the information available at the time this documentation was printed. We reserve the right to change the technical details in the descriptions, information and illustrations in this manual.

Continental Automotive GmbH shall accept no liability for program errors and for incorrect information in the documentation or for any consequential damages arising from this.

Microsoft Internet Explorer® and Microsoft Windows® are registered trademarks of the Microsoft® Corporation.

Mozilla Firefox® and the Firefox logos are registered trademarks of the Mozilla Foundation.

Google Chrome is a product by Google Incorporation.

Adobe®/Acrobat® Reader is a registered trademark of Adobe Systems Incorporated.

DLD®, DTCO® 1381, Remote TCO Manager, TIS-Office® and TIS-Web® are trademarks of the Continental Corporation.

In the following, the above trademarks are partly used without indicating their respective owners.

© by Continental Automotive GmbH. All rights reserved.

***Continental Automotive GmbH***

Heinrich-Hertz-Str. 45

78052 Villingen-Schwenningen

Germany

[www.dtco.vdo.com](http://www.dtco.vdo.com)

[tachograph@vdo.com](mailto:tachograph@vdo.com)

VDO – A trademark of the Continental Corporation

### ***Document History***

<b>Date</b>	<b>Chapter/ Page</b>	<b>Topic, revision, action taken</b>
07/2013	<i>all chapters</i> 2 - 41	All screen shots updated. Complete revision, abridged version

Status as of: August 20, 2013

## ***Table of contents***

---

<b>New functions in TIS-Web 4.1 .....</b>	<b>1</b>
<b>Requirements and Security .....</b>	<b>2</b>
System requirements .....	2
Requirements for use .....	3
Applications, access data and password .....	5
Internet Explorer settings® .....	6
Google® Chrome and Mozilla® Firefox settings .....	13
<b>Logging on and off .....</b>	<b>20</b>
Logging on .....	20
Switchboard .....	22
General user settings .....	24
Logging off .....	27
<b>TIS-Web Overview.....</b>	<b>28</b>
<b>TIS-Web Data Management Service .....</b>	<b>29</b>
TIS-Web DMM user interface .....	29
Downloading data .....	32
Legal Archive Overview .....	33
Evaluation .....	34
Evaluation – Example: Driver Infringement Protocol .....	34
Driver Availability .....	35
Selections for determining Driver Availability .....	35
<b>TIS-Web Communicator .....</b>	<b>37</b>
Activating the Messaging Service .....	39
Creating messages .....	40
Receiving messages .....	41
<b>Reference to the Help .....</b>	<b>42</b>

## ***New functions in TIS-Web 4.1***

---

<b>Use of standard Web browsers</b>	The current TIS-Web version lets you choose your standard browser: Google® Chrome, Microsoft® Internet Explorer® and Mozilla® Firefox.
<b>Introduction of dropdown menus</b>	To enable the use of all standard browsers and provide more room for driver and vehicle selection lists, the familiar tabs have been converted into drop-down menus, from which program functions can now be selected much faster.
<b>Overall settings</b>	This block of functions has been split – this means you no longer have to make the same general settings in each of your TIS-Web applications. On the switchboard, you can now specify the settings that apply to all your applications and change the password for logging in to TIS-Web, for instance.
<b>Introduction of the dashboard</b>	This new TIS-Web DMM function enables you to view different types of cross-site information, such as a graphical representation of all driver and/or vehicle activities. The data you have selected will be updated once a day to keep application loading times within reasonable limits.
<b>Correcting chart overlaps</b>	You can now use graphical elements to correct any activity overlaps when displaying rest times (before the first and after the last activity recorded by the tachograph).
<b>New DTCO – new diversity of data</b>	Even more detailed event and fault information can be recorded thanks to the introduction of the DTCO 1381, Release 2.0. Effective immediately, this information is displayed in the TIS-Web DMM detailed view of archived driver and vehicle activities.
<b>Second speed signal</b>	The new generation of DTCO 1381, Release 2.0 tachographs also records the second, independent speed (motion) signal which has been mandatory since October 2012. This data can now also be archived and evaluated in TIS-Web DMM.
<b>Two registration numbers – one vehicle</b>	Even if the registration number has changed (if the number plates have been stolen for instance), all the activities associated with the vehicle can be managed.

# Requirements and Security

## System requirements

<b>Processor</b>	Pentium 4 (2 GHz), similar or higher
<b>RAM</b>	1 GB or higher
<b>Operating system</b>	<ul style="list-style-type: none"> <li>• Windows® XP (Service Pack 2 or later)</li> <li>• Windows® 2003 (Release 2 or later)</li> <li>• Windows® 2008 R2</li> <li>• Windows® Vista™</li> <li>• Windows® 7 (32- and 64-bit versions)</li> <li>• Windows® 8 (32- and 64-bit versions)</li> </ul>
<b>Transmission speed</b>	at least ADSL/VDSL (1Mbps)
<b>Internet browser</b>	<ul style="list-style-type: none"> <li>• Google® Chrome, version 24 and later (32- and 64-bit versions)</li> <li>• Microsoft® Internet Explorer® version 7 to 10 (32-bit version)</li> <li>• Mozilla Firefox®, version 18 and later (32- and 64-bit versions)</li> </ul>
<b>Runtime components</b>	<ul style="list-style-type: none"> <li>• Microsoft® Visual C++ 2005 Service Pack 1 Redistributable Package ATL Security Update</li> <li>• Microsoft® .NET Framework 4</li> </ul>
<b>Port address</b>	Port 8733
<b>Screen resolution</b>	1024 x 786 pixels (or higher resolution)
<b>Chip card reader</b>	X11-140-002-004 (incl. driver software)
<b>Digital tachograph data</b>	Download Key (mass memory), driver card
<b>Suitable reader for tachograph charts</b>	VDO Chart Analyser, PC with PS/2 connection and free COM port (1 or 2)
<b>Tachograph charts that can be analysed</b>	all EC tachograph charts

## **Requirements for use**

After you have logged in to TIS-Web (see *page 20*), the TIS-Web applications (upon which you and your service partner have agreed) are available. It doesn't matter which of the three browsers you are using: The range of functions is the same in all browsers.

### **Preparation and installation**

Depending on the selected browser and application, TIS-Web requires different installations (see *page 6 or page 13*), some preparatory steps and a few extra installations in order to be able to communicate with the chip card reader, for example.

### **Browser settings**

Depending on the browser you wish to use and your company's security policy, minor browser program changes must also be made before you can use TIS-Web. The changes could affect the following components:

### **ActiveX controls**

ActiveX controls are used as an interface to display interactive TIS-Web application elements on your computer.

ActiveX control adjustments (as described on *page 10*) are only necessary in Internet Explorer®. These settings need not be made in the two other browsers. Here two services are used instead; see also *page 13*.

Current security and usage rules were of course observed when creating the TIS-Web pages, so you can enable the ActiveX controls for these pages without hesitation.

### **JavaScript**

TIS-Web uses JavaScript to improve the program's response times to user entries.

JavaScript enables a Web application's functions to be executed on the computer (Client) via the Web browser. This means that TIS-Web pages (Server) need not be accessed each time the user makes an entry.

These components are also mainly required by Internet Explorer®; see *page 11*.

### **Cookies**

TIS-Web also uses Cookies to store a user's settings on the computer (Client), for instance.

By default, cookies are enabled when the browser's security level is set to medium-high. If you encounter any problems, you can adjust the settings for cookies in Internet Explorer®; see *page 6*.

## Services

The below services (only used in conjunction with Google® Chrome and Mozilla® Firefox) enable TIS-Web to access one or more of your computer's functions and resources:

- The **TIS Client Communication Service** transfers the data stored on a driver or company card (inserted in a chip card reader), any tachograph chart data that has been acquired using the VDO Chart Analyser or a scanner.

This service is absolutely necessary for Google® Chrome and Mozilla® Firefox. While working with TIS-Web DMM, you can check the information area on the taskbar at any time to see whether or not the service is enabled; see *page 22*.

The software components for this service are installed in  
**C:\Programs\TISDriverCard**.

- In TIS-Web DMM, the **Microsoft SQL Server Reporting Services** are used to create and manage your reports.

The components can also be installed when logging in to TIS-Web DMM for the first time.

The software components for this service are installed in  
**C:\Programs\TISReport**.

You'll find a description of how to install the components for the two services (required for the browsers mentioned above) in TIS-Web on *page 22*.

## Further options

Minor adjustments relating to data transfer (e.g. via an SQL server) or data download can also be made at the same program level.

The required settings, especially those in Microsoft® Internet Explorer® are described in the next chapter on *page 6*. For information about the other browsers, please refer to *page 13*.

## Data transmission security

All the fleet data is transferred via the Internet using the SSL encryption protocol. If an encrypted connection exists, Internet Explorer will display a closed padlock and 'https' in the address bar.



### Tip

We also recommend that you add *www.my-fis.com* to your **trusted sites** (if your browser supports this function).

This will allow you to adjust the security settings for this web application, especially in Microsoft® Internet Explorer® (see also *page 8*). Your company's security policy will still apply to all other Internet pages. ◀

## ***Applications, access data and password***

### **Applications**

Two TIS-Web applications are currently available – in addition to supplementary apps and administrative tools:

- TIS-Web Data Management (TIS-Web DMM) for archiving and evaluating tachograph and driver card data.
- TIS-Web Communicator for communication between drivers and the fleet office.

### **Access data**

If you do not have TIS-Web access data or if you cannot use all the applications, contact your service partner to set the contractual terms and conditions for your required user level (service level). You will receive the access data immediately.

The access data described below only applies TIS-Web – it does not automatically provide access to all the applications named here.



#### **Tip**

If several employees in your fleet are to use TIS-Web DMM and you want to restrict their access to individual sites, contact your service partner to stipulate which user is to be given administrator rights.

In TIS-Web DMM, this user can then click on **Settings > System > Users** and specify which sites should be displayed for editing by which users. ◀

### **Password**

You can only retrieve the TIS-Web data and messages by entering the correct access data.

The following security precautions should be taken to protect your access data from unauthorised access:

- Change the initialisation password you received from your service partner.
- Never give your password to third parties. Our staff will never ask you for your password – under any circumstances.
- Keep your personal access or account data (account, user, password) in a safe place.
- Change your password regularly for security reasons. You'll find a description of how to change your password on *page 26*.

### **Logging off**

To protect your data and account always close TIS-Web correctly by clicking on **[Log Out]** (top right menu area).

If you forget to close the application or leave your computer unattended for an extended period of time, the system will automatically log you off after 35 minutes.

## **Internet Explorer settings®**

Microsoft® Internet Explorer® will only work perfectly if a few preparations and settings have been made (see the next pages):

- Preparations for using TIS-Web
- Browser security settings (page 7)

### **Preparations for using TIS-Web and Microsoft® Internet Explorer®**

#### **Logging on for the first time**

The first time a user logs on, TIS-Web creates the 'VKISCInt' folder on the 'C:\' drive. During each login procedure, TIS-Web checks the status of already transferred files and updates them if new versions become available. This ensures that you always have the latest software release.



#### **Condition**

TIS-Web can only install and register the required system components on your computer if you

- have administrator rights or the permission to install programs.
- start Microsoft® Internet Explorer® and carry out the first login procedure with the command **Run as administrator** (shortcut menu). ◀



#### **Important**

You can then limit the permissions for drive 'C:\' to the 'VKISCInt' folder. From the folder's shortcut menu select **Properties**. On the **Security** tab, click on **[Edit]** to assign **Full control** to the **System** entry and to the relevant TIS-Web user only.

The computer will then be protected against unauthorised access during a restart or when another user logs on. The user can access the 'VKISCInt' folder without limitations, e.g. to update existing program entries.

It is not necessary to share the folder. ◀



#### **Tip**

Please contact your service partner if your company policy prevents files on your computer from being updated. He will be glad to inform you about another available installation option (Offline Installer).

Please note: When you log in to TIS-Web, the components of the Offline Installer are already available in **Help > Download > TIS-Web Offline Installer**. ◀

## Folder settings

TIS-Web manages the following sub-folders in the 'VKISCIInt' folder on drive 'C:\':

- 'Downloads' – the current downloaded data or data restored from a driver card or Download Key,
- 'Export' – CSV files (interchange format for Microsoft® Excel, for instance) if you want to export reports for further processing in other programs,
- 'Help' – the current version of the Help in all the available languages,
- 'Logs' – TIS-Web log files (if any),
- 'MFCdlls' – the program files for the graphical user interface (only created and used in Vista and Windows 7 if User Account Control is enabled),
- 'OutdoorTerminal' – the list of current rights of access to the Outdoor Terminal (White List),
- 'Software' – the required program files, e.g. for transferring data to your fleet database,
- 'Temp' – the default pages for processing driver card or Download Key data for your fleet database.

## Port sharing

Port 8733 must be activated as part of the network address. This will allow the TIS-Web Server to communicate and exchange data with your computer (TIS-Web Client).



### Important

Activate the above port in your system's firewall, e.g. the Windows firewall.

If you cannot access the firewall settings on your computer, contact your system or network administrator and ask him to activate the port for you. ◀

## Security settings



### Condition

Contact your system administrator if you cannot make any changes because access to the browser settings has been restricted. ◀

To adjust the Microsoft® Internet Explorer® browser settings:

**1**

### Internet Explorer

Start Microsoft® Internet Explorer®, e.g. via **[Start] > All Programs > Internet Explorer**.

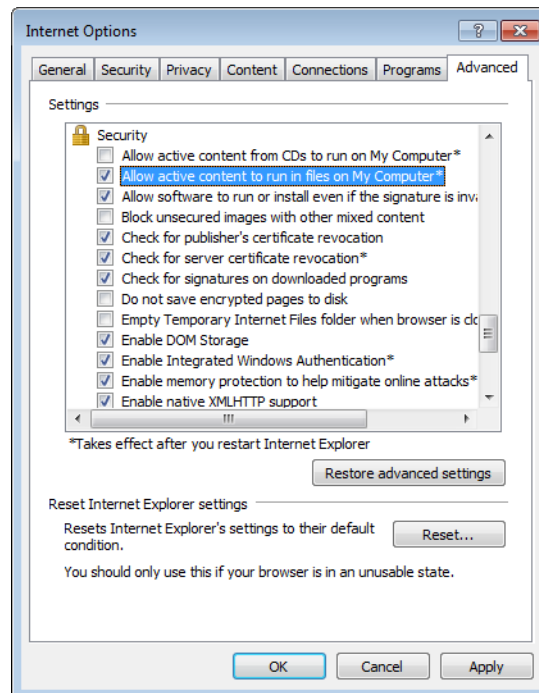
The program window with the default settings is displayed.

**2**

### Tab: Advanced

On the **Tools** menu, click on **Internet Options** and switch to the **Advanced** tab.

The tab to make advanced security level adjustments is displayed.



### 3 Selecting options

Scroll to the **Security** section and select the following check boxes (if not selected by default):

- **Check for publisher's certificate revocation**
- **Allow active content to run in files on My Computer**

### 4 Confirming selection

Click on **[Accept]**.

The advanced Internet option settings are saved.

### 5 Tab: Security

Switch to the **Security** tab.

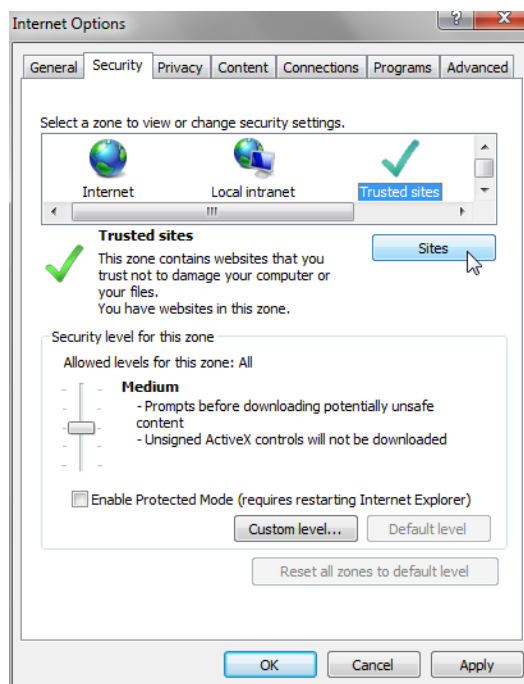
The tab to customise the security levels is displayed.

The **Internet** zone is selected by default.

### 6 Security settings

Select **Trusted Sites**.

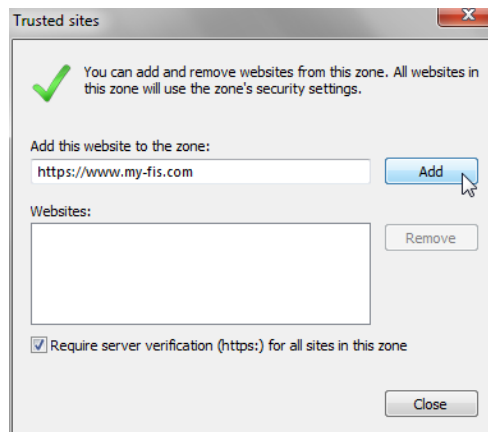
The security settings for this zone are displayed.



## 7 Protected Mode

Clear the **Turn on Protected Mode** check box and click on **[Sites]**.

The dialogue box for adding a trusted site appears.



## 8 Adding the website to the zone

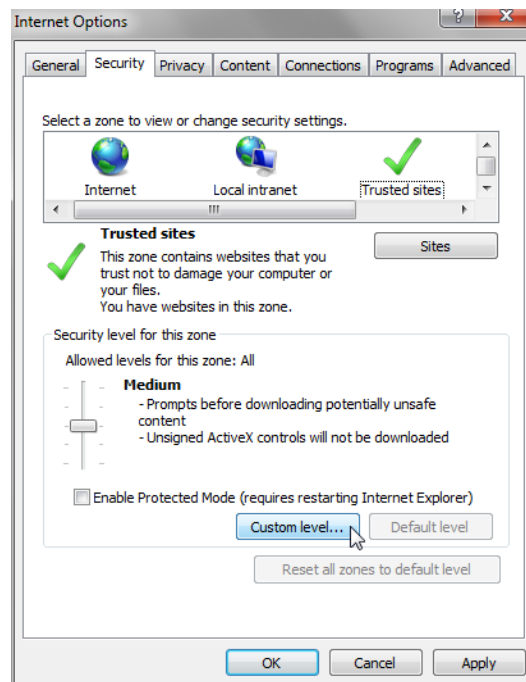
Under **Add this website to the zone**, type *https://www.my-fis.com* and click on **[Add]**.

The URL is displayed in the **Websites** list.

## 9 Terminating entry

Click on **Close**.

The **Internet Options > Security** tab is again displayed.



## 10 Adjusting the security level

Click on **[Custom level...]** to modify the security settings.

The **Security Settings – Trusted Sites Zone** dialogue box appears. Select the following options:

- **.NET Framework**

Select **Enable** for all options.

- **ActiveX controls**

Select **Enable** for the following options:

- **Allow ActiveX filtering**
- **Script ActiveX controls and Plugins marked safe for scripting**
- **Only allow approved domains to use ActiveX without prompt**
- **Allow Scriptlets**

You can select **Disable** for all the other options.

- **.NET Framework Components**

Select **Enable** for all options and **High Safety** for the last entry in this group.

- **User Authentication**

Select **Automatic logon only in Intranet zone**.

- **Download**

Select **Enable** for all options.

- **Scripting**

Select **Enable** for the following options:

- **Active scripting**
- **Allow Programmatic clipboard access**
- **Scripting of Java applets**
- **Enable XSS filter**

You can select **Disable** for all the other options.

- **Miscellaneous**

Select **Enable** for the following options:

- **Userdata persistence**
- **Navigate windows and frames across different domains**
- **Don't prompt for client certificate selection when no certificate or only one certificate exists**
- **Allow META REFRESH**
- **Enable MIME Sniffing**
- **Allow script-initiated windows without size or position constraints**
- **Allow scripting of Microsoft web browser control**
- **Use Smart Screen Filter**
- **Submit non-encrypted form data**
- **Websites in less privileged web content zone can navigate into this zone**
- **Drag and drop or copy and paste files**

For all the other options you can select either **Disable** or **Prompt** if you want to decide from case to case.

**11**

### **Confirming selections**

Click on **[OK]** to accept the settings and confirm the message with **[Yes]**.

The **Security** tab in the Internet Options dialogue box is again displayed in the foreground.

From now on, the connection to the TIS-Web applications will be established based on the settings for the trusted site. For all other sites your individual security settings apply.



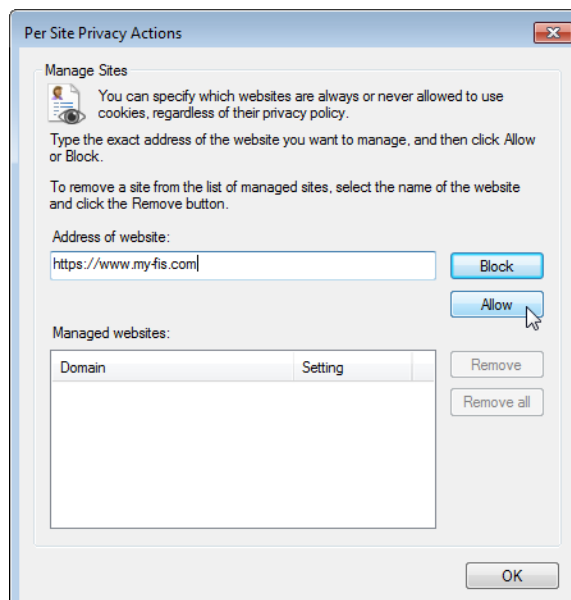
### **Important**

The medium-high security level doesn't usually cause any problems – but you can also adjust the settings for cookies (described below). ◀

## 12 Tab: Privacy

Switch to the **Privacy** tab and click on **[Sites]**.

The dialogue box for entering a website address appears.



## 13 Adding a website

Under **Address of website**, type the TIS-WEB URL *https://www.my-fis.com* and click on **[Allow]**.

The address is added to the list of managed websites and its status is displayed.

## 14 Confirming entry

Click on **[OK]** to apply the settings for specific websites which are allowed to use cookies.

The **Privacy** tab in the Internet Options dialogue box is again displayed in the foreground.

## 15 Saving settings

Click on **[OK]** to save the new option settings.

The Internet Explorer program window is again displayed.



### Important

Please bear in mind that some of your settings will only take effect after you restart Internet Explorer.

Close and restart Internet Explorer if you want to check whether or not the settings have been applied. ◀

## **Google® Chrome and Mozilla® Firefox settings**

A few preparations and settings (described on the following pages) must be made in these two browsers:

- Preparations for using TIS-Web
- Installation of supporting components:
  - Installing the TIS Client Communication Service (*page 15*)
  - Installing Microsoft SQL Server Reporting Services (*page 17*)

### **Preparations for TIS-Web and the mentioned browsers**

#### **First login / port sharing**

Unlike Microsoft® Internet Explorer®, these two browsers only require port 8733 to be activated for the first TIS-Web login procedure. This port (which is part of the network address) allows the TIS-Web Server to communicate and exchange data with your computer (TIS-Web Client).



#### **Important**

Activate the above port in your system's firewall, e.g. the Windows firewall.

If you cannot access the firewall settings on your computer, contact your system or network administrator and ask him to activate the port for you. ◀

All other settings are optional. In both browsers you can also specify the TIS-Web access page (*www.my-fis.com*) to be your startup page, for example, and make the relevant settings for a secure access to the World Wide Web. These options can be found in **Customize and Control Google Chrome** or under **Firefox > Settings**.

Both browsers also require the installation of supporting services (as described further below). The **TIS Client Communication Service** must be installed for the browsers to be able to communicate with peripheral devices, like the chip card reader; see also *page 15*.

### Installing supporting components for TIS-Web DMM

Google® Chrome and Mozilla® Firefox have a different programming scheme. After the first login to TIS-Web (see *page 20*) and BEFORE using TIS-Web DMM for the first time, two services must be installed.

#### Service functionality

The basic TIS-Web functions are always available, but if you want to communicate with optional components, e.g. a chip card reader, or use system resources to create and print reports, for instance, these programs and processes are a must.

- The **TIS Client Communication Service** ensures that uploaded driver and company card data and tachograph data (recorded manually via the VDO Chart Analyser or acquired automatically with a scanner) can be transferred.

The program is installed as a permanent service and integrated into the operating system. It is started automatically together with the system and can be controlled via the **taskbar > Show hidden icons**.

The software components for this service are installed in **C:\Programs\TISDriverCard**.

- The **Microsoft SQL Server Reporting Services** are used to create, print and export evaluations and reports.

The services' program components are only started by the relevant system processes and are displayed as started services on the taskbar or in system management.

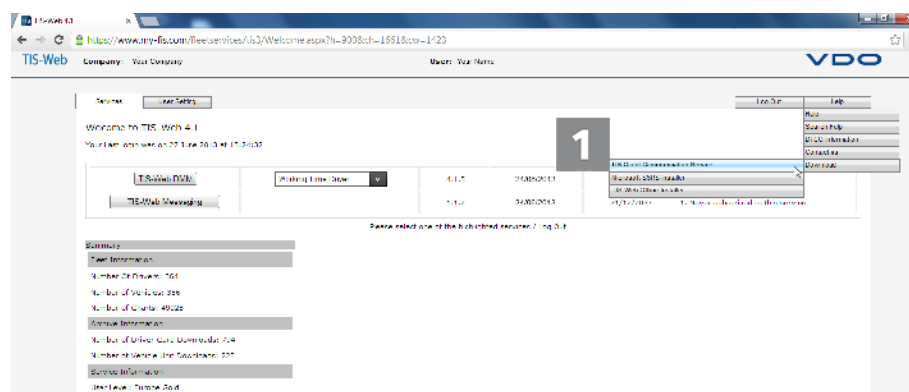
The software components for this service are installed in **C:\Programs\TISReport**.

## Installing the TIS Client Communication Service

### ✓ Condition

To download and install the service on your computer, you must

- have administrator rights or the permission to install programs.
- have logged in to TIS-Web successfully using your personal access data; see page 20. ◀

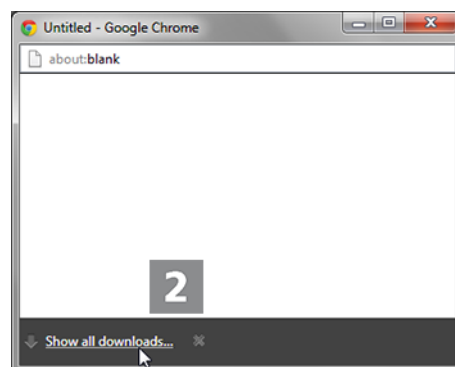


Proceed as follows to download and install the TIS Client Communication Service using the Google®Chrome browser:

### 1 Selecting the service, starting the download

In **Help** (dropdown menu) > **Download**, click on **Download TIS Client Communication Service**.

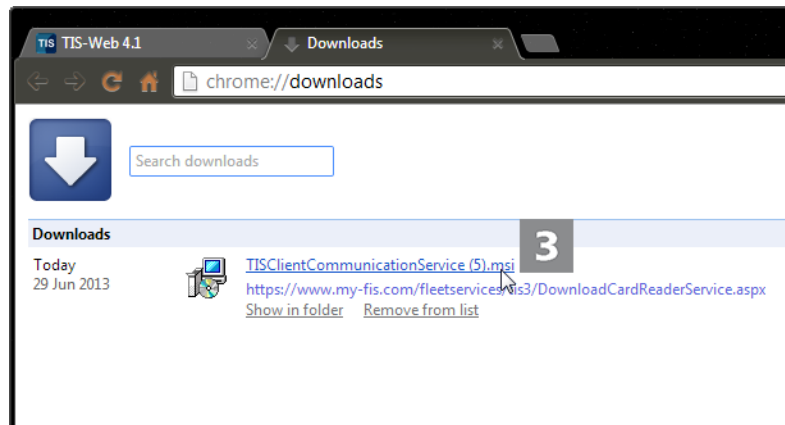
The file download starts and a security warning appears asking you whether you want to run or save the file.



### 2 Displaying the download

Click on **Show all downloads**.

The folder with the downloaded files appears.

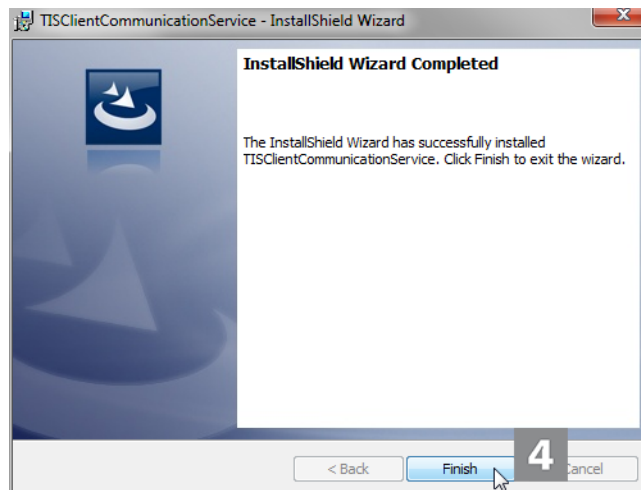


### 3 Starting installation

Click on the **file entry** if you want to install the service.

The installation wizard starts and guides you through the installation process.

A User Account Control message may appear. Confirm with **[Yes]**.



### 4 Completing the installation

Click on **[Finish]** to complete the installation process.

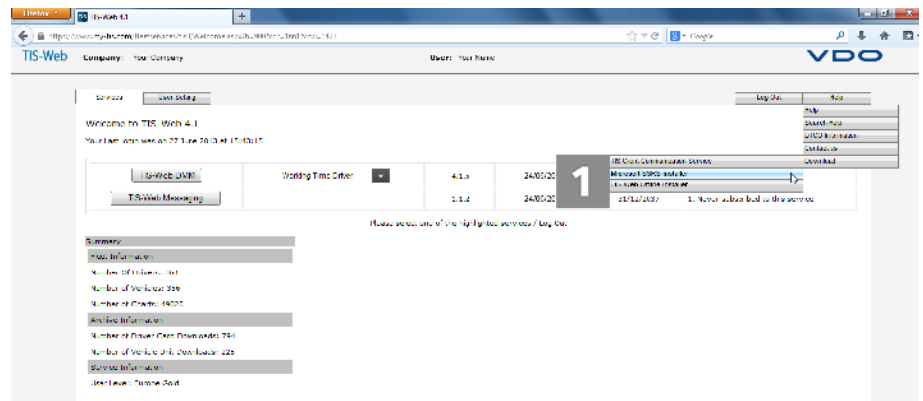
The software components for this service are now installed in **C:\Programs\TISDriverCard**.

## Installing Microsoft SQL Server Reporting Services

### ✓ Condition

To download and install the service on your computer, you must

- have administrator rights or the permission to install programs.
- have logged in to TIS-Web successfully using your personal access data; see page 20. ◀



Proceed as follows to download and install the Microsoft SQL Server Reporting Services using the Mozilla® Firefox browser:

### 1 Selecting the service, starting the download

In **Help** (dropdown menu) > **Download**, click on **Microsoft SSRS Installer**.

A security warning appears asking you whether you want to run or save the file.

### 2 Starting the download

Click on **[Save file]**.

A message appears telling you that the download was successful.

### 3 Opening the download summary

Click on **All items downloaded** or on the **[down arrow]** on the menu bar.

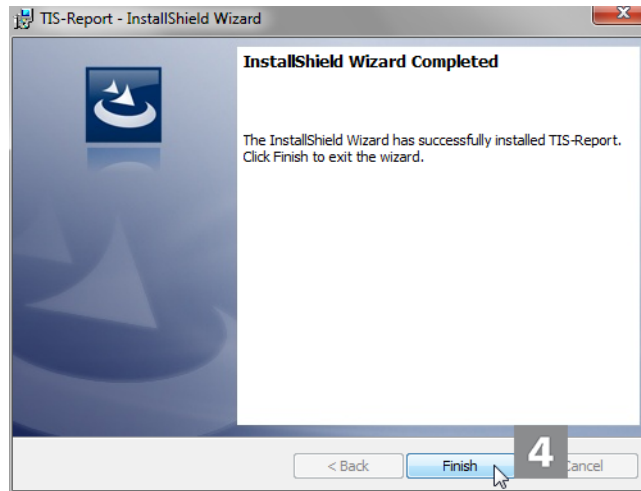
The library of downloaded files appears.

### 4 Starting installation

Double click on the **file entry** if you want to install the service.

The installation wizard starts and guides you through the installation process.

A User Account Control message may appear. Confirm with **[Yes]**.



**5** **Completing the installation**

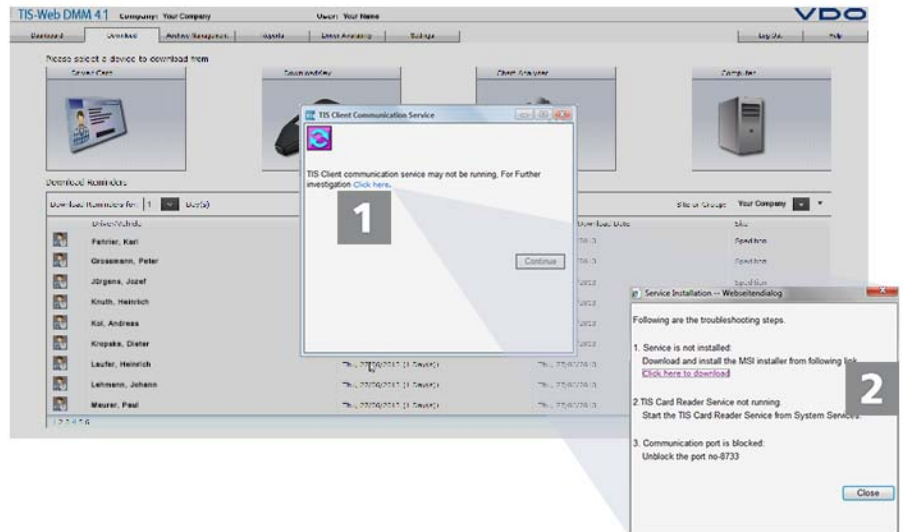
Click on **[Finish]** to complete the installation process.

The software components for this service are now installed in **C:\Programs\TISReport**.

## Installing services after the application has been started

### ! Important

Before downloading the data stored on a driver card, for example, TIS-Web DMM checks whether or not the relevant port has been opened and the service installed (see also [page 7](#)). ◀



To install the services after TIS-Web DMM has been started and a card download has been initiated:

### 1 Additional information

Click on **Click here**.

A dialogue box with further information and the option to download the missing services appears.

### ✓ Condition

To download and install the service on your computer, you must have administrator rights or the permission to install programs. ◀

### 2 Starting the download

Click on the **Click here to download** link to start the download of the relevant service.

A message appears whether you want to run or save the service files.

### 3 Starting installation

Click on **[Run]** if you want to install the service.

The installation wizard starts and guides you through the installation process; see also [page 16](#) or [page 17](#).

# Logging on and off

## Logging on



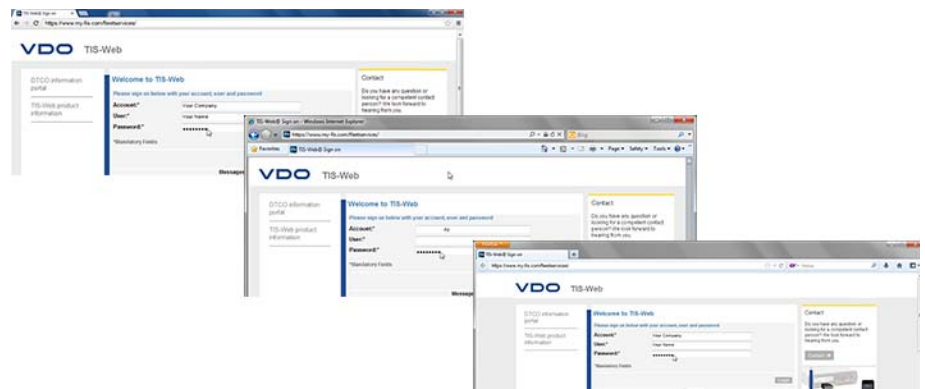
### Condition

Before logging on for the first time, refer to the following instructions:

- System Requirements; see *page 2*.
- Requirements for Use; see *page 3*.
- Requirements to Access Data; see *page 5*.

Please also bear in mind that the TIS components can only be fully used if the following conditions are met:

- Microsoft® Internet Explorer®
  - If your operating system is Microsoft® Vista™, Windows® 7 or Windows® 8, you must run Internet Explorer as an administrator for the first login procedure.
  - You have made all the required settings; see *page 6*.
- Google® Chrome and Mozilla®Firefox
  - You have installed the two services after the first login procedure. ◀



### Important

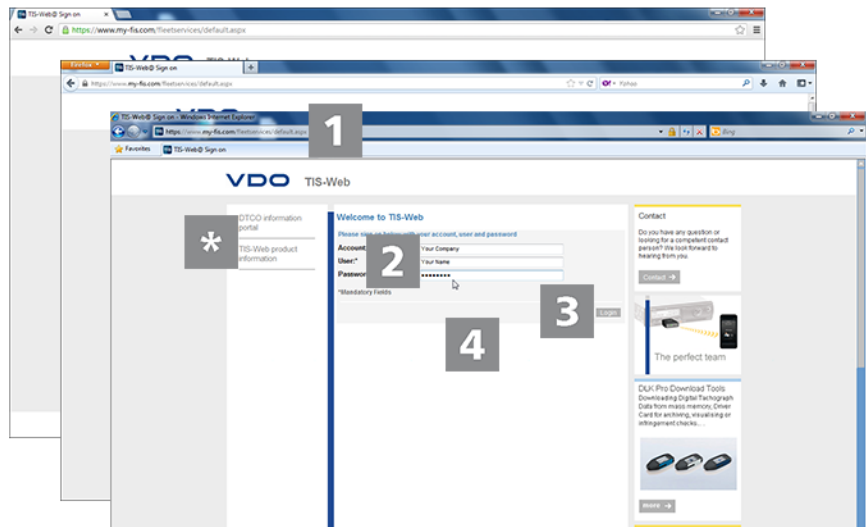
To use the TIS-Web applications you must always log in with your personal access data. ◀



### Tip

For an optimal screen display you should

- choose a screen resolution of at least 1024 x 786 dpi to ensure that all functions and symbols are fully displayed.
- set the browser's zoom factor to 100 % (if possible). ◀



You have received your access data from your service partner (e.g. by e-mail) and would now like to log in to TIS-Web:

TIS-Web 4.1 • Edition 08/2013

## 1 Internet address

Start your preferred web browser and type <http://www.my-fis.com> in the address bar.

The TIS-Web access page opens.

A message may appear telling you that a secure connection is being established. Confirm with **[Yes]**.

## \* Digital Tachograph Information Portal

The relevant link gives you access to the VDO Digital Tachograph Information Portal ([www.dtco.vdo.com](http://www.dtco.vdo.com)) and to products for downloading, visualising, archiving and evaluating mass memory and driver card data, such as TIS-Web.

## 2 Login page: Access data

Enter the login credentials (Account, User and Password) you received from your service partner.

Always log in using only your personal access data.

## 3 Logging on

Click on **[Login]**.

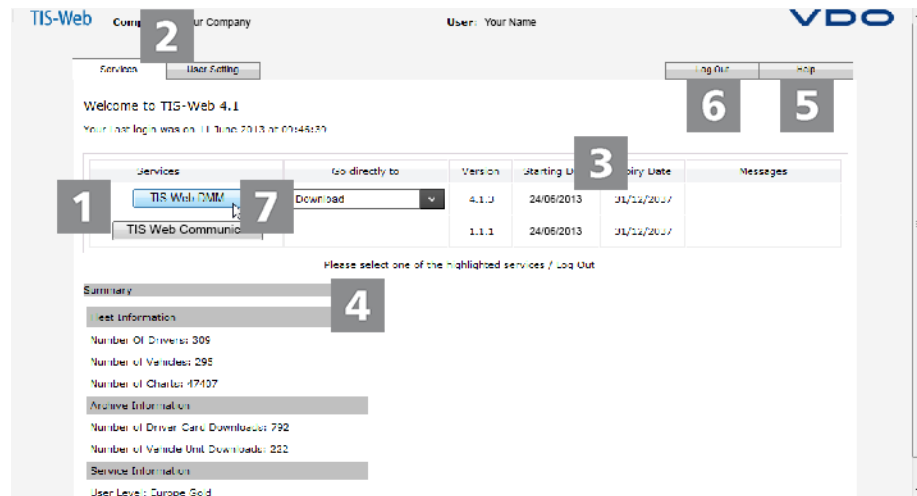
A dialogue box for entering your e-mail address may appear. Enter your e-mail address – a link to reset your password can then be sent to you if you click on **[Reset Password]**

The **Switchboard** opens – from this page you can access your registered TIS-Web applications.

## 4 News

In this area you'll find up-to-date information about events which affect your work with TIS-Web, such as announcements regarding TIS-Web Server maintenance.

## Switchboard



### 1 Overview of TIS-Web applications

In the Services list, you will find all the TIS-Web applications the use of which you have agreed upon with your service partner and which you can access with your login credentials.

### 2 Services or settings

You can use the **Switchboard** at any time to change to another application.

Switch to the **User Setting** tab to specify the settings that should apply to all the applications for which you have registered, e.g. your password.

Use the three dropdown menus to make the settings for your user account, password and the 'Message App'.

If your company name or address is changed, please contact your service partner. The required changes will be made immediately.

Click on the **Services** tab to return to the overview of TIS-Web applications.

### 3 Information about the applications

Here you can see the individual applications

- and the current versions to which you have access,
- the start and expiry dates of your access rights to the relevant application and
- messages you may have received.

#### 4 Summary – Data Management

You can also get current information on

- the master records and tachograph data that you are managing,
- the archived data and
- the user level being used.

#### 5 Help topics

In the **Help** dropdown menu, you'll find commands

- to open the Help,
- to open the dialogue box for carrying out a full-text search in Help,
- to access the Digital Tachograph Information Portal,
- to display your service partner's contact data and
- to download the two TIS-Web DMM services and the Offline Installer; see *page 13*.

#### 6 Switching between applications

The **Log Out** dropdown menu enables you (at all program levels)

- to log off TIS-Web if you have completed all your tasks in the TIS-Web applications.

At the **Switchboard** level you can only log off.

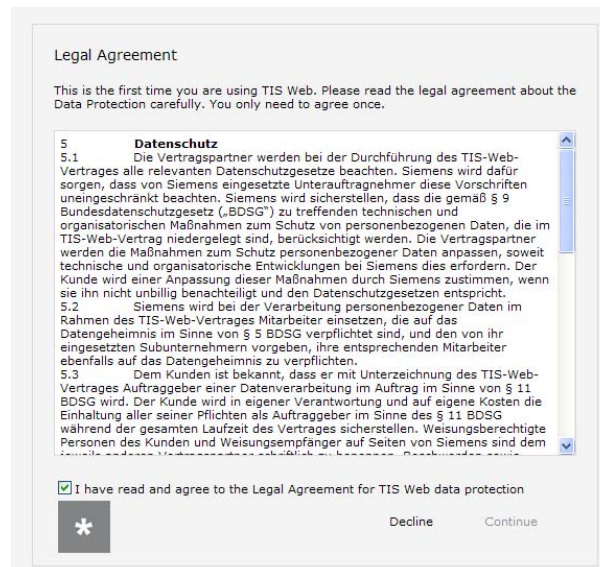
- to switch to another TIS-Web application if you want to check the TIS-Web Communicator for an urgent message you are expecting, for instance.
- to return to the **Switchboard** if you want to modify your settings, for example.

#### 7 Starting a TIS-Web application

On the **Services** tab, select the TIS-Web application you want to start. If you want to use

- **[TIS-Web DMM]** select the function you want to access from the list and then click on the relevant button to start the application.
- **[TIS-Web Communicator]** click on the relevant button to start the application.

A message may appear asking you if you want to view only the webpage content that was delivered securely. Confirm with **[Yes]**.



## Data protection

When you start a TIS-Web application for the first time, you must accept the data protection agreement. Read the data protection agreement and then select the **I have read and agree to the Legal Agreement for TIS-Web data protection** check box.

Click on **[Continue]**. The selected TIS-Web application starts.

A message may appear telling you that the services have not yet been installed or that the port has not yet been opened; see *page 19*.

## General user settings

### Account information

On the Switchboard, the **User Setting** menu provides additional information about your user account, lets you change your current password and specify basic information about using the 'Message App'.

### General settings

The settings you specify in the dropdown menus apply to all the TIS-Web applications you are using.

### Specific settings

Of course you can also adjust the applications to suit your company requirements. For a detailed description of the available options, please have a look at your TIS-Web application Help available on the **Help** menu.

### Information about the Service

For information about the status of your TIS-Web application, please refer to the **Switchboard** display and editing area.

## Checking and adjusting general settings

The boxes in this dropdown menu give you information about your user account, i.e. ranging from your service provider to the dialogue language (software texts).

### 1 Checking settings

Check your user account details stored by your service partner, e.g. when logging in for the first time.

### 2 Modifying settings

Click on **[Modify]** and change and supplement your account details.



### Important

If you have changed the user interface language of your TIS-Web applications, you must log in to TIS-Web again for the change to take effect. ◀

### 3 Saving changes

To save any changes or supplements made:

- If you do not want to make any further changes, e.g. to the 'Message App' settings, click on **[Save]**.

Confirm the dialogue box telling you that the settings have been modified successfully with **[OK]**.

- If you want to make further changes, switch to the relevant dropdown menu, e.g. **Change Password**.

## Changing the password

You want to change your password. Click on the **Change Password** drop-down menu. The relevant dropdown menu opens – it contains the text boxes for the password.

**1 Current Password** Enter your current password.

**2 New Password** Enter the new password.

**! Important** You can usually assign any password. If the system doesn't accept your password, a message will be displayed which you must confirm. Enter a different password. ◀

**3 Confirm New Password** Enter the new password once more to confirm.

**4 Saving the new password** To save the new password:

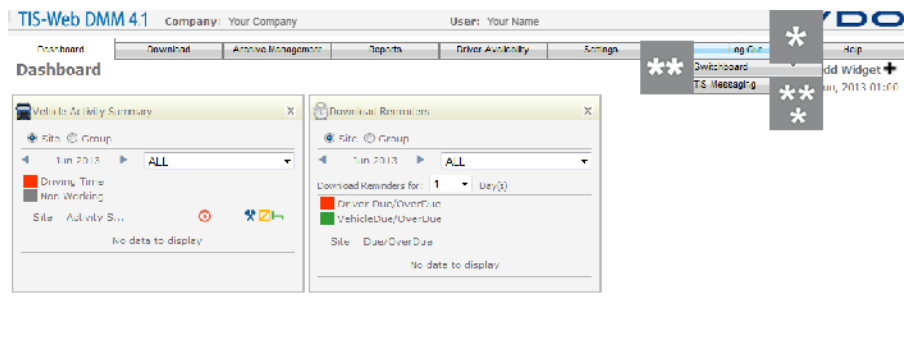
- If you do not want to make any further changes, e.g. to the 'Message App' settings, click on **[Save]**.  
Confirm the dialogue box telling you that the settings have been modified successfully with **[OK]**. From now on, you can use the new password to log on to TIS-Web.
- If you want to make further changes, simply switch to the relevant drop-down menu.

**! Important** Change your password often for security reasons and never give it to third parties. ◀

**💡 Tip** If you have entered a wrong password three times on the login page and if a user's e-mail address is stored in TIS-Web, you can click on **[Reset Password]**. A link to reset the password will be sent to you. ◀

## Logging off

Always close TIS-Web correctly by clicking on **Log Out**.



### \* Logging off

In the heading area, click on the **Log Out** dropdown menu.

You will be prompted whether or not you want to log off TIS-Web. Click on **[Yes]** to terminate the connection with the TIS-Web Server.

### \*\* Switching to the Switchboard

You can also go back to the **Switchboard** and change the TIS-Web user interface language or your password on the **User Setting** tab, for instance.

### \*\* Switching between applications

Of course you can also switch to another TIS-Web application (if available).

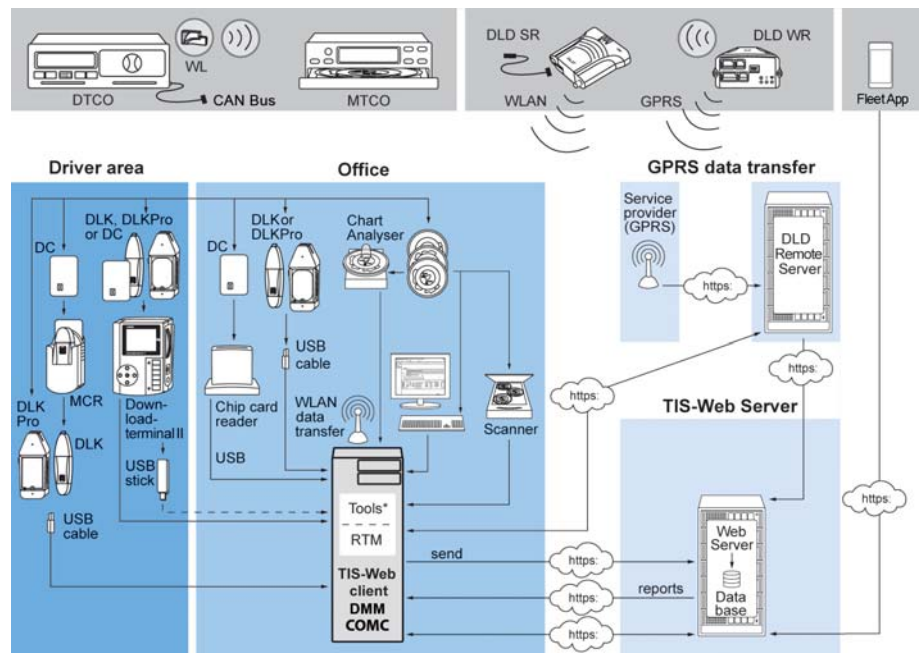
### ! Important

After 35 minutes of computer inactivity, the TIS-Web Server will terminate the connection automatically for security reasons.

A dialogue box will appear if you have not logged off correctly and log on again within 35 minutes. To log on you must confirm the message with **[Yes]**. ◀

## TIS-Web Overview

The following summary will give you a first impression of what you can do with TIS-Web's comprehensive data transfer options:



<b>App</b>	Application software:	<b>DMM</b>	TIS-Web Data Management
	<ul style="list-style-type: none"> <li>Fleet App</li> <li>Track&amp;Trace App</li> <li>Drive Time App</li> </ul>		
<b>DC</b>	Driver Card	<b>MCR</b>	Mobile Card Reader
<b>DLD SR</b>	Download Device Short Range	<b>COMC</b>	TIS-Web Communicator
<b>DLD WR</b>	Download Device Wide Range	<b>RTM</b>	Remote TCO Manager
<b>DLK</b>	Download Key for transferring driver card and mass memory data	<b>Tools</b>	<ul style="list-style-type: none"> <li>TIS-Web Automatic Upload</li> <li>TIS-Web Scanner Client</li> </ul>
<b>DLK Pro</b>	Latest generation of Download Keys	<b>WL</b>	Wireless Link (for DLD® Wide Range)

The following TIS-Web applications (on the TIS-Web Client) are primarily responsible for data transfer, fleet and communication data archiving. They are briefly described below:

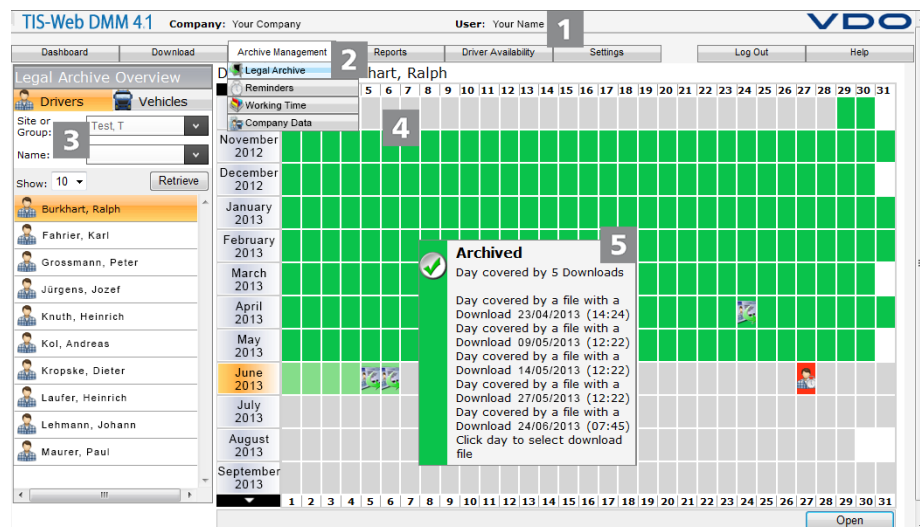
# TIS-Web Data Management Service

TIS-Web DMM is a web application for archiving and evaluating digital (driver card and DCTO data) and analogue tachograph data (tachograph charts). In archiving your digital tachograph data, you are complying with your country's archiving laws.

The archived data is stored in accordance with the agreed retention period. Older data is automatically deleted from your web archive once a month. The retention period for archived data is set in your service contract.

If you are working with the TIS-Web Data Management Service for the first time, this Quick Reference Guide will make it easier for you to become familiar with the graphical user interface and some program functions. You will find detailed information in the Help; see also *page 40*.

## TIS-Web DMM user interface



### 1 Heading area

This permanently displayed area provides you with information about valid access data (company and user).

### 2 Menu area

Theme-associated functions are assigned to the various main menus. You can change from any menu command to a different main menu.

Depending on your user level and the current editing status, these main menus give you access to additional menu commands (dropdown menus).

The **Archive Management** main menu includes, for example,

- **Legal Archive** – a summary and details of archived driver and vehicle data
- **Reminders** – a list of download reminders and planning tool
- **Working Time** – a summary and details of working times and schedules
- **Company Data** – a dropdown menu providing access to your company's master data

If you are using several TIS-Web applications, you can switch between these TIS-Web applications using the **Log Out** dropdown menu and start the **TIS-Web Communicator**, for instance.

If you have completed all your tasks in TIS-Web DMM, you can also log off by clicking on **Log Out**.

### 3 Selection pane

In the Selection pane, you can choose sites, drivers and vehicles and restrict or increase the number of entries. The pane also has a text box for entering search criteria.

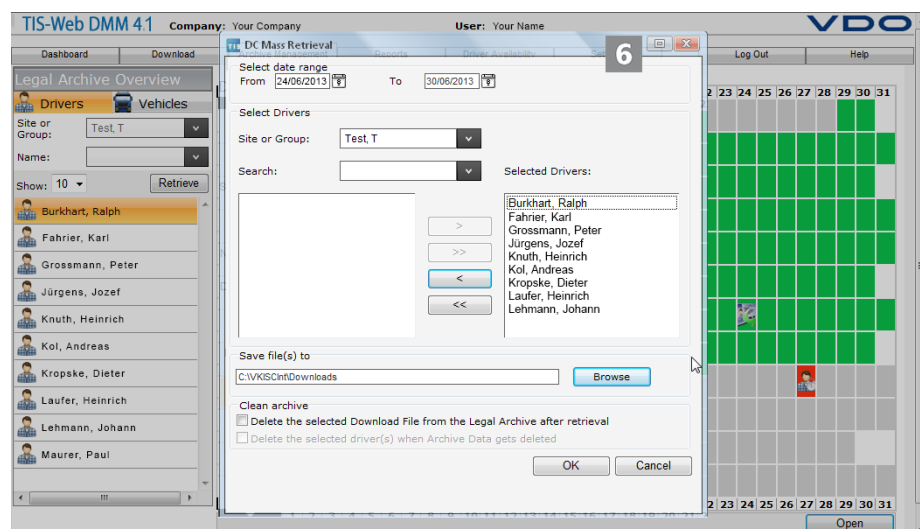
### 4 Display and Editing area

This area of a TIS-Web DMM page is reserved for displaying and editing data. Exceptions:

- The **Download** menu always shows four tool buttons for importing and entering digital and analogue tachograph data.
- The **Driver Availability** menu offers you tool buttons which can be used to display the availability times and a quick summary of the data stored on a driver card.

### 5 Quick Info

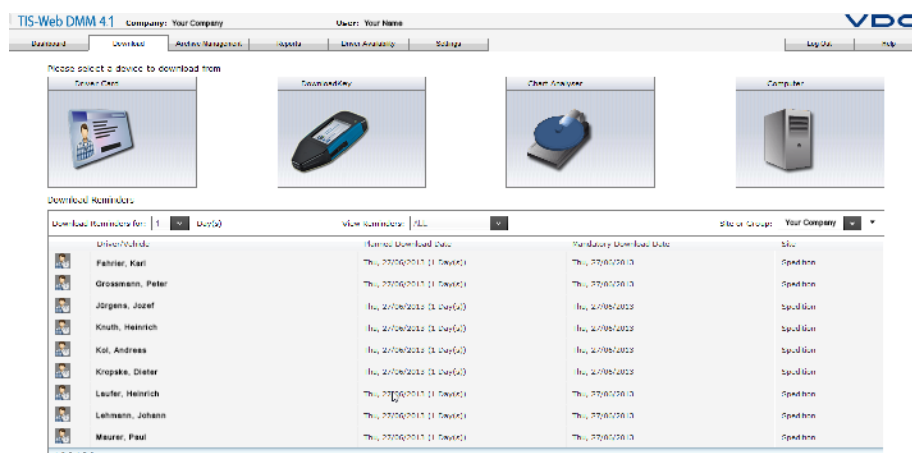
Display of detailed information about download reminders, download files or activities (using the mouse-over facility).



## **6 Dialogue boxes**

Example of a dialogue box with detailed information about the individual tasks or functions, for capturing data or specifying date and time.

## Downloading data



If you want to archive digital tachograph data or enter analogue tachograph data, you can start downloading or entering your data by using one of the four tool buttons shown above.

### ! Important

Before downloading the data, don't forget

- to specify the required file format and data blocks via **Settings > System > Legal Archive**.
- to specify how to deal with the data of unknown drives or vehicles via **Settings > System > Working Time**. ◀

### Download options

You can, for example,

- transfer driver card data to the TIS-Web Server using a chip card reader and then archive it.

If you have inserted the driver card and clicked on the **[Driver Card]** tool button, a wizard will guide you through the download process.

- transfer the data stored on a Download Key and then archive it.

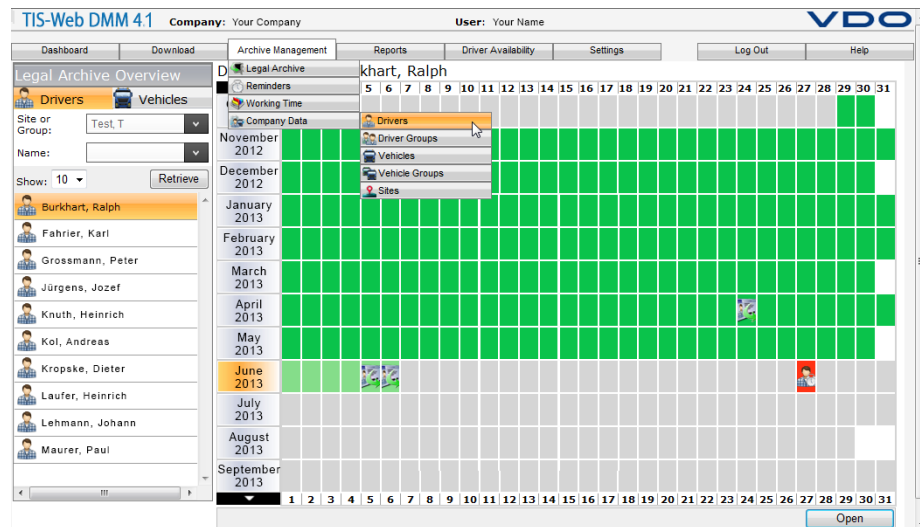
If you have inserted the Download Key and clicked on the relevant tool button, the files are listed in Internet Explorer® and can then be downloaded. If you are using a different browser, you must first click on **[Browse ...]** to specify the drive and the files to be downloaded.

- enter tachograph chart data manually in TIS-Web DMM.
- import data downloaded or transferred to your computer into the TIS-Web database via **[Browse ...]**.

### ! Important

Corresponding to the selected site, the Download Reminders show you the drivers and vehicles for whom/which data has to be downloaded during the next couple of days and the driver cards which are about to expire or have already expired: For more details, please refer to the Help. ◀







## Legal Archive Overview







When you have imported the download data and stored it in the database, you can display a Year Overview of the archived data via **Archive Management > Legal Archive**.

### Download status

You can see at a glance any gaps in the downloaded data and its status:

-  /  if a download took place on that day.
-  if the data signature is correct.
-  if the archived data does not contain any activity information.
-  if there is a gap between the date of the last download and the first activity of the next download.
-  if the data signature is faulty.

Some of the days following the download date are also colour-highlighted

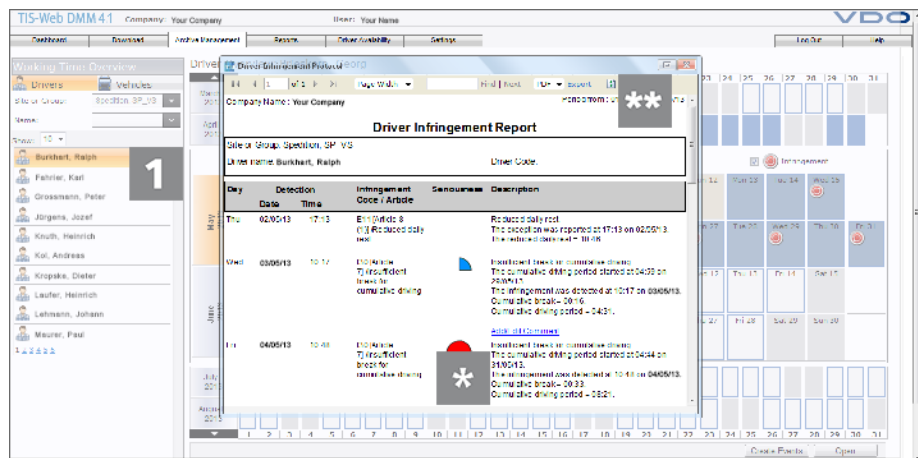
-  if the next download is due on that day.
-  if the next download was due on that day.
-  if a driver's driver card expires on that day.
-  if a driver's driver card expired on that day.

In the Year Overview, you can also click on **[Open]** to display further details about the data or you can click on **[Retrieve]** to restore the download files, e.g. if the control authority requests a copy of the files.

### Vehicle Overview

This information is also available for your vehicles. Click on the **Vehicle** tab to display the detailed overview.

## Evaluation



Evaluations are available either in the **Reports** dropdown menu or in **Archive Management** where you'll also find some interesting driver and vehicle data analyses.

### Report options – Working Time

In **Archive Management > Working Time**, the following protocols and attestations can be selected, for instance:

- Driver Activity Protocol
- Driver Infringement Protocol
- Driver Attestation (using an entry form)

### Evaluation – Example: Driver Infringement Protocol

#### 1 Selecting the driver

Select a listed driver for whom you want to create a protocol or attestation.

#### 2 Selecting the Driver Infringement Protocol


Right-click on the desired month and select the relevant entry.

A dialogue box with the infringement report opens (see above).

#### \* Adding comments to infringements

Click on **Add/Edit Comment** to add a comment to the infringement or edit an existing comment.

#### \*\* Additional com- ments

Click on **Add/Edit Comment** below another infringement description to enter further comments and close the dialogue box with .

The drivers' Working Time Overview is again displayed in the foreground.

An evaluation is also available in the vehicles' Working Time Overview – **Vehicle Activity Protocol**.

## Driver Availability



With TIS-Web you can now calculate the remaining driving time from a specific point in time (e.g. before your driver departs on a trip). This avoids possible infringements against driving time and rest period regulations.



### Condition

The **Driver Availability** main menu is only available if your user level is **Europe Gold**. Your service partner can provide you with more information about this. ◀



### View Driver Availability

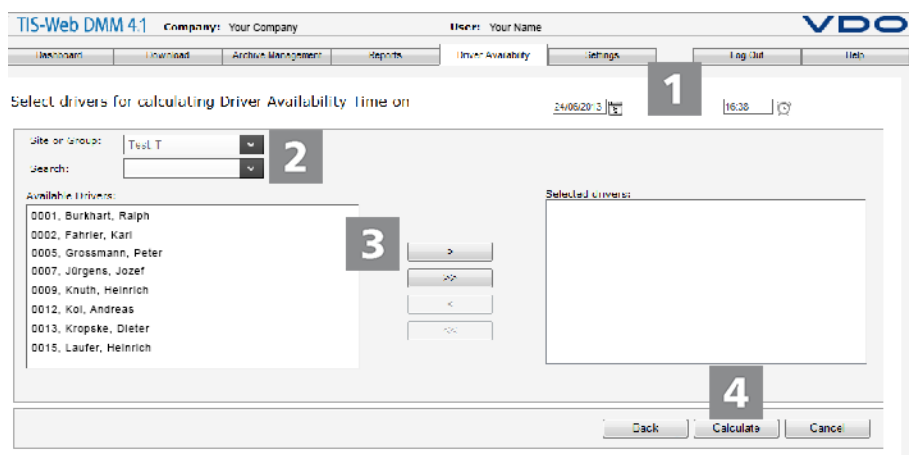
The remaining driving time of one or more drivers is determined based on the activity data saved in TIS-Web.



### Driver Card Quick View

The remaining driving time of a driver is determined based on the data stored on his driver card.

## Selections for determining Driver Availability



### Important

In order to calculate remaining driving times correctly, a current driver card download must be available. Before calculating driver availability download all necessary driver cards. ◀



### Point in time of calculation

Specify the point in time (date and time) for which availability is to be calculated. The current date and time are set as default.

## 2 Selecting the site or group

Select the site or the group to which the driver belongs.

The two lists are updated accordingly.



### Tip

Enter a specific driver in the **Search** box if the list of drivers is long, or enter letters to filter the resulting display of available drivers. ◀

### 3 Selecting the driver

In the list of **Available Drivers**, select the driver whose availability you want to calculate. Then click on **[>]** to add his name to the **Selected drivers** list.

#### 4 Starting the calculation

Click on **[Calculate]**.

The page with the available driving times of the selected driver(s) is displayed.



## Important

With the TIS-Web Fleet App, the TIS-Web Communicator and a DTCO 2.0a, the driver can also transfer the current VDO Counter data from the digital tachograph straight to TIS-Web.

Based on this data, the current remaining driving time is displayed. ◀

TIS-Web DMM 4.1 Company: Your Company User: Your Name

Dashboard Overview Access Permissions Reports User Availability Settings

Availability for 27 June 2013 at 14:43

Driver name	Source	Last Date				24h	→ 24h						
Burkhardt, Ralph		21/12/2012 12:00				10:00		05:00					
Fabrizio, Karl		10/09/2012 18:29				10:00		05:00					
Grossmann, Peter		09/06/2012 16:28				10:00		05:00					
Jörgens, Josef		23/05/2012 10:27				10:00		05:00					
Knuth, Heinrich		30/05/2012 19:48				10:00		05:00					
* * *		09/08/2012 13:59				10:00		05:00					
* * *		03/05/2012 03:00				10:00		05:00					
Leufert, Heinrich		16/05/2012 10:28				10:00		05:00					
Lehmann, Johann		06/06/2012 16:42				10:00		05:00					

1 A



## Sorting

Click on an entry or a symbol to re-sort the relevant list columns in ascending or descending order.



## New message

If a driver is allowed to use the 'Fleet App' Messaging Service (see the *note on page 27*), right-click on the symbol and send him a new message.



## Important

The message transfer pictogram is only displayed if you and your service partner have agreed on the use of the TIS-Web Communicator and if the driver is entitled to use the 'Fleet App' Messaging Service. ◀



## Terminating the availability check

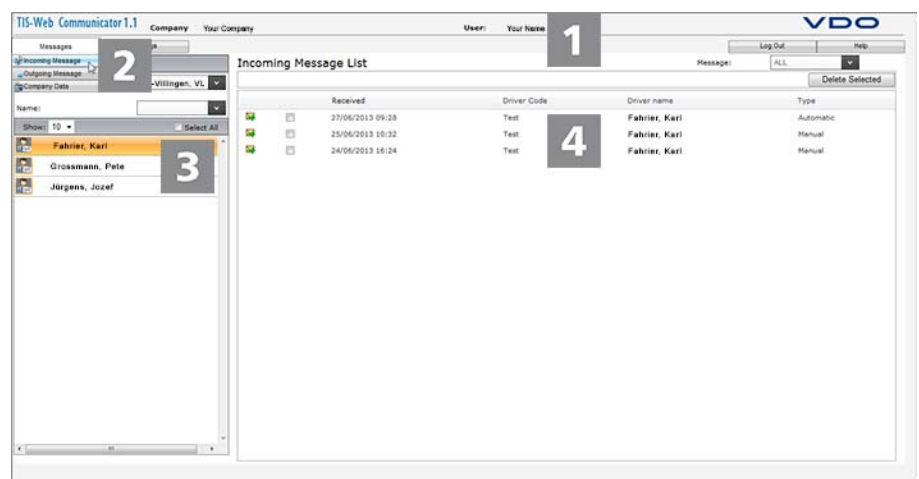
Click on **[Back]** if you want to make a new selection.

Or click on **Log Out** to switch to the TIS-Web Communicator and check whether the driver has already sent a reply.

# TIS-Web Communicator

TIS-Web Communicator is a web application with which the currently logged on TIS-Web user can communicate with the drivers of your fleet. When using TIS-Web DMM, messages can also be sent automatically, e.g. monthly reminders of due driver card downloads.

To use this service, a driver only needs to install an app on his smartphone, activate communication via the app – he can then send and receive messages. This TIS-Web application can also be used as a stand-alone application, i.e. without TIS-Web DMM.



## 1 Heading area

This permanently displayed area provides you with information about your Company name and the currently logged on User.

## 2 Menu area

Theme-associated functions are assigned to the various main menus. You can change from any menu command to a different main menu.

Depending on the current editing status, these main menus give you access to additional menu commands (dropdown menus). The **Messages** main menu includes, for example,

- **Incoming Messages** – a list of drivers who have access to the 'Fleet App' and incoming messages.
- **Outgoing messages** – a list of drivers to whom you have sent (or want to send) a message.
- **Company Data** – a dropdown menu providing access to drivers and sites.

If you are using several TIS-Web services,

- the master data is the same in all services, i.e. you only need to enter the data once and keep it up-to-date.
- you can switch between these TIS-Web applications using the **Log Out** dropdown menu and start **TIS-Web DMM**, for instance.

If you want to terminate your communication session in TIS-Web Communicator, you can also use **Log Out** to log off TIS-Web.

### 3 Selection pane

In the Selection pane, you can choose sites and drivers and restrict or increase the number of entries. The pane also has a text box for entering search criteria.

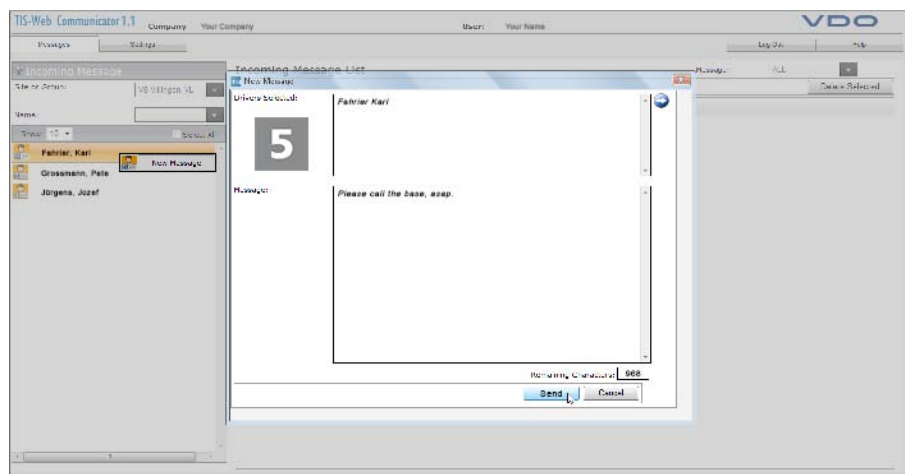
Next to the box for specifying the number of list entries, there are also tool buttons for adding another driver or site or deleting a driver entry.

### 4 Display and Editing area

This area of a TIS-Web Communicator page is reserved for displaying and editing data. It shows you:

- messages (you have received or sent),
- information boxes and entry windows (for entering driver or site information, for example).

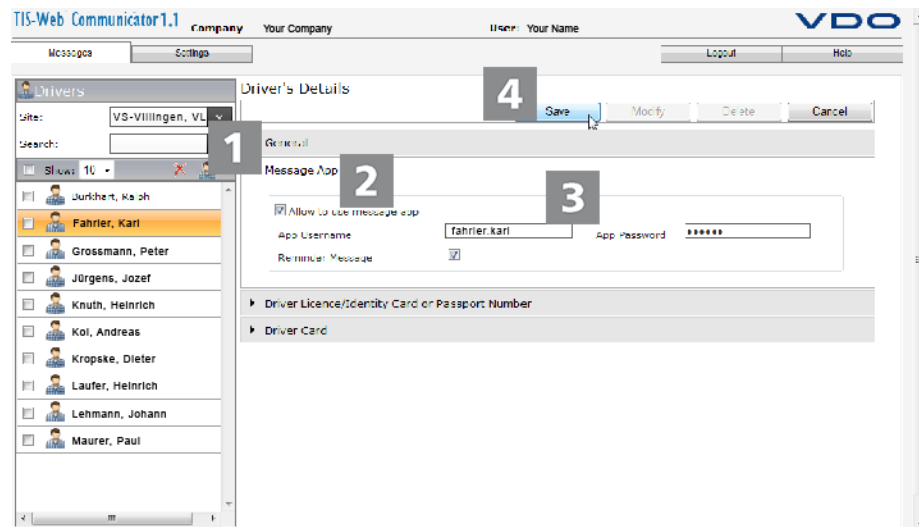
If you want to edit driver and site master data, use the relevant dropdown menus to display and manage this data.



### 5 Dialogue boxes

Example of a dialogue box with detailed information about the individual tasks or functions, for creating messages (as shown), specifying reminders and messages in different languages.

## Activating the Messaging Service



### ✓ Condition

TIS-Web Communicator requires specific communication data to be able to send and receive messages. Point to

- **Messages > Company Data > Sites** and enter your fleet's site data.

You can skip this step if you are already using TIS-Web DMM, i.e. the required data will be copied. You can then check and supplement the data if necessary.

- **Messages > Company Data > Drivers** and enter your driver data.

You can also skip this step if you are already using TIS-Web DMM.

However, in both cases you must specify the drivers who are allowed to use the 'Fleet App' and the usage conditions. ◀

### 1 Selecting the driver

Point to **Messages > Company Data** and select the **Driver** who should be entitled to use the 'Fleet App' ('Message App').

The **General** dropdown menu opens with the data of the selected driver.

### 2 Assigning usage rights

Click on **[Modify]**, switch to the **Message App** dropdown menu and select the **Allow to use message app** check box.

The driver can now use the app installed on his smartphone to communicate via TIS-Web Communicator.

### 3 Supplementing usage details

Specify

- the driver's user name and password for logging on to TIS-Web Communicator via the app.
- whether or not the driver should also receive reminders of already sent messages.

### 4 Saving the settings

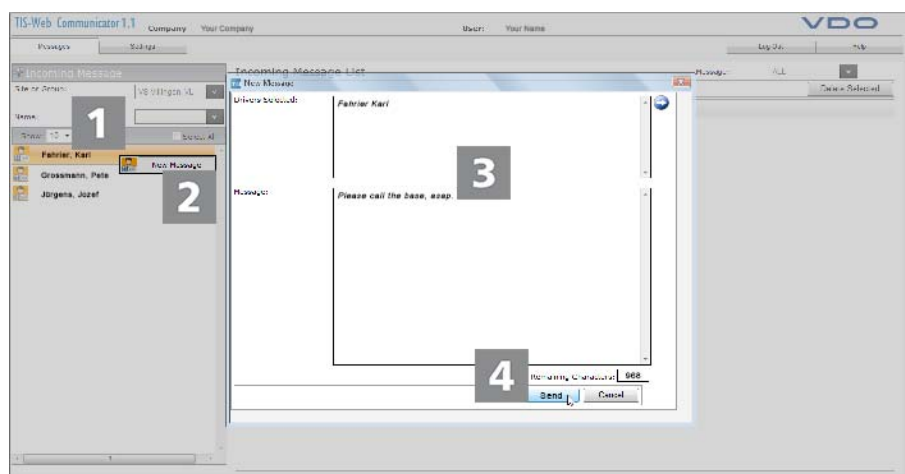
To save your settings:

- If you do not want to make any further settings, e.g. change general driver details, click on **[Save]**.

Confirm the dialogue box telling you that the settings have been modified successfully with **[OK]**. The driver can now start using the 'Fleet App' for communication.

- If you want to make further changes, switch to the relevant dropdown menu, e.g. **General**.

## Creating messages



A new job has come in – you have checked your route planning and one of your vehicles could take on the job. Simply send a short message to the driver.

### 1 Selecting the driver

Point to **Messages** > Incoming or **Outgoing Messages** and select the **driver** to whom you want to send a message.

The page with the **list of incoming** or **outgoing messages** opens with the name of the selected driver.

### 2 Opening the message dialogue box

Right-click on the name entry and then click on **New Message** (shortcut menu).

The dialogue box to create a new message opens.

### 3 Entering the message text

Make sure that you have selected the correct driver. Then enter the message text. Try to keep your message short.

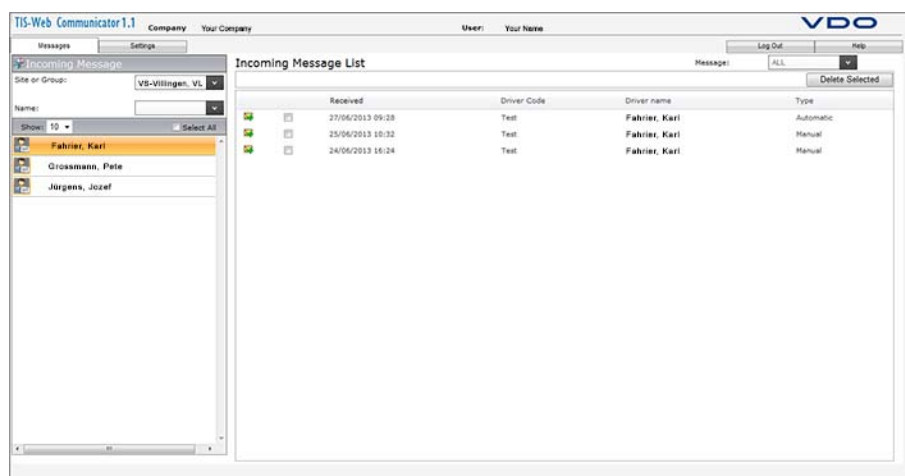
A counter below the message box tells you the remaining number of characters that can be entered.

### 4 Sending the message

Click on **[Send]** once you have checked the name and created the message. Confirm the dialogue box telling you that the message has been sent successfully with **[OK]**. The driver will receive your message within a couple of seconds.

The page with the **list of incoming or outgoing messages** is again displayed in the foreground.

## Receiving messages



If everything goes smoothly, your driver has already replied and the new job's cargo can be loaded during his current trip.

Incoming messages are shown under **Messages > Incoming Messages**.

Click on the driver's name to update the display for this driver. In the list, double click on the message you want to read. The message content is displayed in a separate dialogue box.



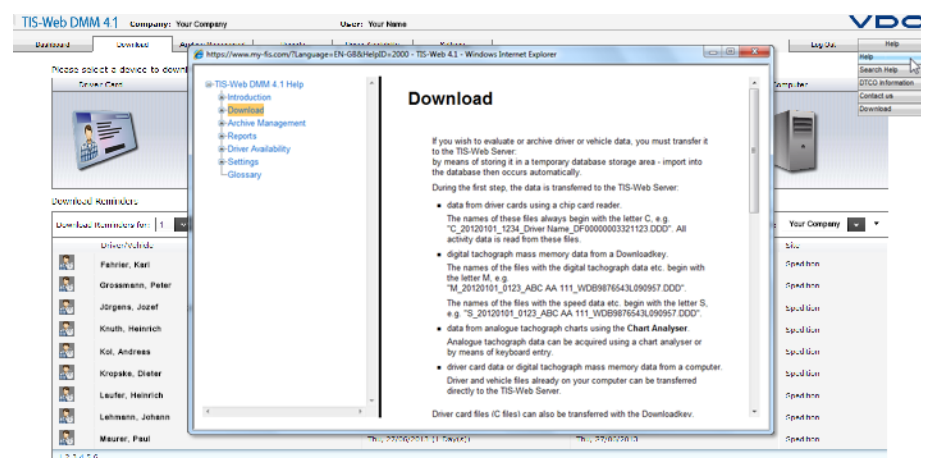
Please remember to delete messages you no longer need (both incoming and outgoing). This keeps the lists up-to-date and helps you to keep track of current messages. ◀

## Reference to the Help

This Quick Reference Guide has been written to give you a first impression. You'll find further and more detailed information – especially about functions, boxes and buttons – in the Help.

### Context-sensitive Help

You can open the Help associated with every TIS-Web application at any time using the **Help** dropdown menu. You will then receive specific information about the currently open menu or dropdown menu.



### Searching the Help

If you require information about topics not linked to your current task: Point to **Help > Search Help** to open a dialogue box for entering a search term.

TU00-0881-0095501 | Edition 08/2013

VDO – A trademark of the Continental Corporation

